



**County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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November 14, 2016

To: Supervisor Hilda L. Solis, Chair  
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From: Philip L. Browning  
Director

*Philip Browning  
ms DC*

**CHILDHHELP USA FOSTER FAMILY AGENCY QUALITY ASSURANCE REVIEW**

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a Quality Assurance Review (QAR) of the Childhelp USA Foster Family Agency (the FFA) in February 2016. The FFA has one office located in the Third Supervisorial District and one office in San Bernardino County and provides services to the County of Los Angeles DCFS placed children. According to the FFA's Program Statement, its stated purpose is "to provide foster care and treatment for abused and neglected children while reunification services with their families are being explored and/or completed."

The QAR looked at the status of the placed children's safety, permanency, and well-being during the most recent 30 days and the FFA's practices and services over the most recent 90 days. The FFA scored at or above the minimum acceptable score in 8 of 9 focus areas: Permanency, Placement Stability, Visitation, Engagement, Service Needs, Assessment & Linkages, Teamwork, and Tracking & Adjustment. The OHCMD noted opportunities for improved performance in the focus area of Safety.

In April 2016, the OHCMD Quality Assurance Reviewer met with the FFA to discuss the results of the QAR and to provide the FFA with technical support to address methods for improvement in the area of Safety. The FFA provided the attached approved Quality Improvement Plan (QIP) addressing the recommendation noted in this report.

Each Supervisor  
November 14, 2016  
Page 2

If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager at (213) 351-5530.

PLB:KR  
KDR:rds

#### Attachments

c: Sachi A. Hamai, Chief Executive Officer  
John Naimo, Auditor-Controller  
Public Information Office  
Audit Committee  
Diana Correa, Executive Director of Operations, Childhelp USA FFA  
Lajuannah Hills, Regional Manager, Community Care Licensing Division  
Lenora Scott, Regional Manager, Community Care Licensing Division

**CHILDHHELP USA FOSTER FAMILY AGENCY  
QUALITY ASSURANCE REVIEW (QAR)  
FISCAL YEAR 2015-2016**

**SCOPE OF REVIEW**

The Out-of-Home Care Management Division (OHCMD) conducted a QAR of the Childhelp USA Foster Family Agency (the FFA) in February 2016. The purpose of the QAR is to assess the FFA's service delivery and to ensure that the FFA is providing children with quality care and services in a safe environment, which includes physical care, social and emotional support, education and workforce readiness, and other services to protect and enhance their growth and development.

The QAR is an in-depth case review and interview process designed to assess how children and their families are benefiting from services received and how well the services are working. The QAR utilizes a six-point rating scale as a *yardstick* for measuring the situation observed in specific focus areas. The QAR assessed the following focus areas:

**Status Indicators:**

- Safety
- Permanency
- Placement Stability
- Visitation

**Practice Indicators:**

- Engagement
- Service Needs
- Assessment & Linkages
- Teamwork
- Tracking & Adjustment

For Status Indicators, the QAR focuses on the focus child's functioning during the most recent 30-day period and for Practice Indicators, the QAR focuses on the FFA's service delivery during the most recent 90-day period.

For the purpose of this QAR, interviews were conducted with one focus child as two focus children were pre-verbal, three Department of Children and Family Services (DCFS) Children's Social Workers (CSWs), three FFA staff members, three certified foster parents, and three service providers.

At the time of the QAR, the FFA supervised six DCFS placed children in four certified foster homes. The focus children's average number of placements was two, their overall average length of placement was six months and their average age was five. The focus children were randomly selected. None of the focus children were included as part of the sample for Contract Administration Division's (CADs) 2015-2016 Contract Compliance Review.

**QAR SCORING**

The FFA received a score for each focus area based on information gathered from on-site visits, agency file reviews, DCFS court reports and updated case plans, and interviews with the FFA staff, DCFS CSWs, service providers, and the focus children. The minimum acceptable score is 6 in the area of Safety and 5 in all remaining areas.

Focus Area	Minimum Acceptable Score	FFA QAR Score	FFA QAR Rating
<b>Safety</b> - The degree to which the FFA staff and certified foster parents ensure that the focus children are free of abuse, neglect and exploitation by others in his/her placement and other settings.	6	5 - Good Safety Status	The focus children have a generally and substantially safe living situation with reliable and competent caregivers who protect the focus children well under usual daily conditions. Protective strategies are generally operative and dependable.
<b>Permanency</b> - The degree to which the focus children are living with certified foster parents, who are likely to remain in this role until the focus children reach adulthood, or the focus children are in the process of returning home or transitioning to a permanent home and the focus children, the FFA staff, certified foster parents, DCFS CSWs and if applicable, Department of Probation Officers (DPOs) support the plan.	5	5 - Good Status	The focus children have substantial permanence. The focus children live in a family setting that the focus children, FFA staff, caregivers and team members have confidence will endure lifelong.

CHILDHELP USA FOSTER FAMILY AGENCY QUALITY ASSURANCE REVIEW  
PAGE 3

Focus Area	Minimum Acceptable Score	FFA QAR Score	FFA QAR Rating
<b>Placement Stability</b> - The degree to which the FFA staff and certified foster parents ensure that the focus children's daily living, learning and work arrangements are stable and free from risk of disruptions. Known risks are being managed to achieve stability and reduce the probability of future disruptions.	5	5 - Good Stability	The focus children have substantial stability in placement and school settings with only planned changes and no more than one disruption in either setting over the past 30 days.
<b>Visitation</b> - The degree to which the FFA staff and certified foster parents support maintaining important connections with significant family members/Non-Related Extended Family Members (NREFMs) through appropriate visitation and other means.	5	5 - Substantially Acceptable Maintenance of Visitation & Connections	Generally effective family connections are being sought for all significant family members/NREFMs through appropriate visits and other connecting strategies. All appropriate family members/NREFMs have regular visits.
<b>Engagement</b> - The degree to which the FFA staff and certified foster parents working with the focus children, their family members/NREFMs and other team members for the purpose of building a genuine, trusting and collaborative working relationship with the ability to concentrate on the focus children's strengths and needs.	5	5 - Good Engagement Efforts	To a strong degree, a rapport has been developed, such that the FFA staff, DCFS CSWs, DPOs (if applicable), caregivers and the focus children feel heard and respected. Reports indicate that good, consistent efforts are being used.

CHILDHELP USA FOSTER FAMILY AGENCY QUALITY ASSURANCE REVIEW  
PAGE 4

Focus Area	Minimum Acceptable Score	FFA QAR Score	FFA QAR Rating
<b>Service Needs</b> - The degree to which the FFA staff and certified foster parents involved with the focus children work toward ensuring the focus children's needs are met and identified services are being implemented and supported and are specifically tailored to meet the focus children's unique needs.	5	5 - Good Supports and Services	A good and substantial array of supports and services substantially matches intervention strategies identified in the focus children's case plans. The services are generally helping the focus children make progress toward planned outcomes.
<b>Assessment &amp; Linkages</b> - The degree to which the FFA staff and certified foster parents involved with the focus children and their family members/NREFMs understand the focus children's strengths, needs, preferences and underlying needs and services provided are regularly assessed to ensure progress is being made toward case plan goals.	5	5 - Good Assessment and Understanding	The focus children's functioning and support systems are generally understood. Information necessary to understand the focus children's strengths, needs and preferences is frequently updated.
<b>Teamwork</b> - The degree to which the "right people" for the focus children and their family members/NREFMs, have formed a working team that meets, talks and/or makes plans together.	5	5 - Good Teamwork	The team contains most of the important supporters and decision-makers in the focus children's lives, including informal supports. The team has formed a good, dependable working system that meets, talks and/or plans together.

CHILDHELP USA FOSTER FAMILY AGENCY QUALITY ASSURANCE REVIEW  
PAGE 5

Focus Area	Minimum Acceptable Score	FFA QAR Score	FFA QAR Rating
<b>Tracking &amp; Adjustment -</b> The degree to which the FFA staff and certified foster parents involved with the focus children and their family members/NREFMs are carefully tracking the progress that the focus children are making, changing family circumstances, attainment of goals and planned outcomes.	5	5 - Good Tracking and Adjustment Process	Intervention strategies, supports and services being provided to the focus children are generally responsive to changing conditions. Frequent monitoring, tracking and communication of the focus children's status is occurring.

The OHCMD conducted the last QAR of the FFA in April 2015, and noted opportunities for improvement in the focus areas of Safety and Teamwork. In October 2015, the Quality Assurance Reviewer met with the FFA to discuss the results of the QAR and to provide the FFA with technical support to address methods for improvement in these two areas. Based on the information below it appears that the FFA showed improvement in the area of Teamwork on their 2015-2016 QAR. However, there continues to be a need for improvement in the area of Safety.

**STATUS INDICATORS**  
(Measured over last 30 days)

Status Indicators	Safety	Permanency	Placement Stability	Visitation
<b>2014-2015 Scores</b>	5	5	5	5
<b>2015-2016 Scores</b>	5	5	5	5

In the area of Safety, the OHCMD found that the FFA implemented their 2014-2015 Quality Improvement Plan (QIP) to enhance the quality of care provided to the placed children in its care. By reporting special incidents timely and providing certified foster parents with training on how to recognize issues that may pose a child safety risk for the placed children. The focus child interviewed reported that the certified foster parents and the FFA staff make her feel safe and comfortable in her foster home. The FFA certified foster parents reported that the FFA provides them with ongoing trainings on following the proper protocols and procedures to ensure that the children in their certified foster homes are safe and protected. However, there was one child safety concern regarding lack of supervision. The incident involved a five-month-old placed child who rolled off a bed onto the floor. The child was immediately taken to the hospital for a medical evaluation. No physical injuries were

CHILDHELP USA FOSTER FAMILY AGENCY QUALITY ASSURANCE REVIEW  
PAGE 6

reported. The certified foster parent reported the incident timely to the FFA staff and the FFA reported the incident to all required parties.

In the areas of Permanency, Placement Stability, and Visitation, the FFA continues to provide a good quality of services and stability to the focus children. The FFA continues to assist the focus children in reaching their permanency goals. During the QAR process, one of the focus children was reunified with his maternal grandmother. Another focus child has regularly scheduled visits with her biological parents, and at times with her maternal grandmother. The certified foster parent provides transportation and monitors the visits at an agreed upon location. Another focus child has visits with her maternal grandmother, a maternal aunt, and her siblings. The focus child also had two visits in the last seven months with her biological mother who resides out of the country. The focus children have also established positive relationships with key adult supporters such as their certified foster parents and their FFA Social Workers.

**PRACTICE INDICATORS**  
*(Measured over last 90 days)*

<b>Practice Indicators</b>	<b>Engagement</b>	<b>Service Needs</b>	<b>Assessment &amp; Linkages</b>	<b>Teamwork</b>	<b>Tracking &amp; Adjustment</b>
<b>2014-2015 Scores</b>	5	5	5	4	5
<b>2015-2016 Scores</b>	5	5	5	5	5

In the area of Teamwork, the OHCMD found that the FFA had implemented the 2014-2015 QIP by including DCFS CSWs in team meetings which was not the case during the 2014-2015 QAR. The DCFS CSWs reported being invited to team meetings by the FFA staff. One DCFS CSW reported participating in a team meeting that included the focus child, her certified foster parents, and the FFA Social Worker. The FFA Social Worker reported conducting a team meeting in which the focus child, the biological family, and the focus child's certified foster parents were present.

In the areas of Engagement, Service Needs, Assessment & Linkages, and Tracking & Adjustment, the FFA continues to make good efforts to engage the focus children and key people in decisions that are being made for them. The focus child reported that she has a good connection with the FFA Social Worker and her certified foster parents. There continues to be a good array of services available to the focus children. Intervention strategies identified in the case plan and Needs and Services Plans (NSPs) match the services that are being provided to the focus children. The FFA continues to assess the focus children's needs and provides intervention to help the focus children function effectively in daily settings, such as the therapist who reported providing weekly therapeutic services to a focus child who was prenatally exposed to an illicit substance. DCFS CSWs reported that the FFA stays in regular contact with them in regards to the focus children's progress and any adjustment of the focus children's treatment plans. The focus children's treatment goals are tracked daily and adjustments are made if needed.

## **NEXT STEPS TO SUSTAIN SUCCESS AND OVERCOME CURRENT CHALLENGES**

In June 2015, the OHCMD provided the FFA with technical support related to CAD's 2014-2015 Contract Compliance Review findings in the areas of Licensure/Contract Requirements, Facility and Environment, Maintenance of Required Documentation and Service Delivery, and Personnel Files. The technical support specifically addressed how the FFA will ensure special incidents are cross-reported to all require parties; the FFA is in compliance with Title 22 Regulations and free of Community Care Licensing citations; methods on how the FFA will ensure that common quarters and children's bedrooms are well maintained; NSPs are timely and comprehensive and ensuring that the FFA obtains or documents efforts to obtain the DCFS CSWs' authorization to implement NSPs; and all employees receive criminal clearances in a timely manner.

In April 2016, the Quality Assurance Reviewer met with the FFA to discuss the results of the QAR, and to provide the FFA with technical support addressing methods on improving in the area of Safety. The FFA submitted the attached QIP. The OHCMD Quality Assurance staff will continue to provide ongoing technical support, training, and consultation to assist the FFA in implementing their QIP.

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Founded in 1979  
by Sara O'Hara and Yvonne Foderman  
PREVENTION and TREATMENT of CHILD ABUSE

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Redlands, CA 92374  
Phone (909) 335-1164  
Fax (909) 793-7466

**To:** Patricia Bolanos-Gonzalez, Children Services Administrator II  
Kirk Douglas Barrow, M.A., M.S. Children Services Administrator I  
DCFS Out-of-Home Care Management Division

**Date:** May 6, 2016 first submitted  
May 26, 2016 revised QIP submitted

**Subject:** Quality Improvement Plan (QIP)

**Facility:** Childhelp Inc. - Foster Family Agency  
Facility Numbers: 366404114, 197801357  
Diana Correa, Executive Director of Program Operations-CA  
Angelique Yoshikawa, Quality Improvement Manager  
Patricia Old, Program Director  
Colleen Lyon, Assistant Director

**Focus Area:** Safety

**Minimum Acceptable Score** 6

**FFA QAR Score** 5 – Good Safety Status

**FFA QAR Rating:** The focus children have a generally and substantially safe living situation with reliable and competent caregivers who protect the focus children well under usual daily conditions. Protective strategies are generally operative and dependable.

**Status Indicators:** There was one child safety concern regarding lack of supervision. The incident involved a five-month-old placed child who rolled off a bed unto the floor. The child was immediately taken to the hospital for a medical evaluation. No physical injuries were reported. The certified foster parent reported the incident timely to the FFA staff and the FFA reported the incident to all required parties.

#### **Quality Improvement Plan:**

Childhelp FFA will continue to focus on child safety as a child's safety is always of the upmost importance. In regards to the above incident, the following was done:

- 1) Ninety minute training was conducted on 1/22/2016 with the foster parents and Childhelp's Clinical Coordinator (Social Worker). Special Incident Reporting guidelines were reviewed as well as Child Safety issues. The discussion included review of appropriate places for placing and supervising a child to keep the child safe (i.e. never leave a baby unattended in the bathtub, on the changing table, bed, etc.).

Quality Improvement Review Field Exit Summary, Childhelp FFA

- 2) A new protocol has been put in place on May 26, 2016 when placing children ages 24 months of age and younger. Childhelp Placement Worker was trained on May 26, 2016 and all other program staff will be trained on this new procedure on June 16, 2016. A new form was developed and the following items will be discussed and the form will be completed at the time of placement.
1. Discuss the importance of foster parent/s not leaving the child unattended in the bathtub, on the bed, changing table, couch, etc.
2. Inspection of the child's crib. Does the crib meet all safety standards (no pillows, bumpers, blankets, stuffed animals)?
3. Inspection of the home. Are all outlets covered? If applicable, are gates installed at the top and bottom of the stairs?
4. Inspection of the child's car seat. The car seat should be in good repair and not expired. Make sure that the foster parent/s knows how to appropriately install the car seat.
5. Remind the foster parent/s that the child must have a physical exam within the first 30 days of placement. Intake worker shall instruct the foster parent/s to schedule the physical exam immediately upon placement.

Childhelp FFA Clinical Coordinators (Social Workers) will continue to provide regular contact with those involved in the children's lives including contact with the foster family. Childhelp FFA Clinical Coordinators (Social Workers) will continue to ensure that the children are in safe homes that provide for the children's needs. The Clinical Coordinator (Social Worker) assigned to the home mentioned in the report will continue to monitor the safety of the children placed in the home.

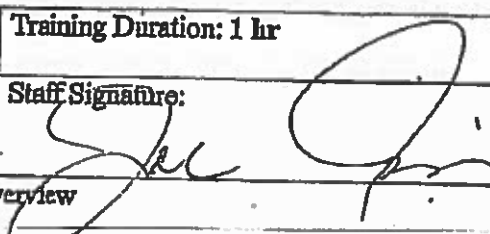



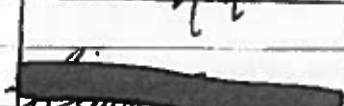


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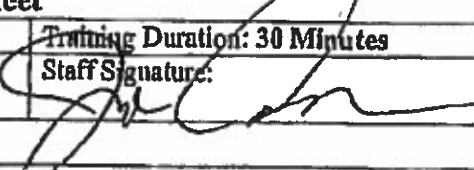

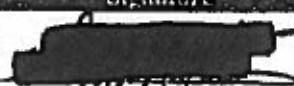

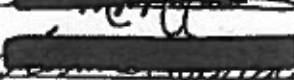
Patricia Old, M.A., A.T.R.  
Program Director

Attachments: Training Sign in Sheets (3)  
Child 24 Months and Younger Intake Form

**Childhelp, Inc. Foster Family Agency  
Training Sign-in Sheet**

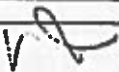
Date of the Training: <u>1/22/2016</u>		Training Duration: 1 hr	
Name of Person Conducting the Training: <u>DE LA ROS ARRIAS, CCM, MSW, ASW</u>		Staff Signature: 	
Training Topic: Special Incident Reporting (SIR) / An Overview			
Description of Training: One hour, in home training with certified foster parents conducted by their Childhelp's Clinical Coordinator. The following topics were reviewed with the foster parent/s:			
<ul style="list-style-type: none"> <li>• Understanding Reporting Incidents – i.e., Behaviors/mental health incident, injury, illness or accident, death, unauthorized absence, alleged child abuse, significant change in the home, car accident.</li> <li>• Behavioral/Mental Health incident is defined as an incident that adversely affects the physical health, mental health, emotional health, educational well-being or safety of a child. Foster parents must call when: Assaultive behavior towards others, inappropriate sexual behavior, medical related (any visit to the emergency room or urgent care), physical restraint, police involvement, arrest, property damage, seclusion, self injurious behavior, substance abuse/use (drugs or alcohol), suicidal ideation, suicide attempt, theft.</li> <li>• Injury, Illness or Accidents is defined as an incident that results in medical treatment to a child by a health care professional beyond routine medical care with the exception of planned surgery. i.e., A child sustained bruises or marks that appeared unusual, child twisted his/her ankle during a fight, child sustained bruises caused by a fight with another child.</li> <li>• Unauthorized Absence is defined as incident that results in the absence of a child without the permission and supervision of the caregiver which threatens the physical health, emotional health, or safety of the child.</li> <li>• See Reportable Incidents &amp; Emergencies handout (attached) for additional events that must be reported to Childhelp Foster Family Agency.</li> <li>• SIR reporting timelines – Foster parent/s MUST call Childhelp IMMEDIATELY when an incident occurs. There is a staff person on call 24/7 to take a call.</li> </ul>			
During an emergency, please contact Childhelp IMMEDIATELY and we will advise you what to do. If the situation is a dire emergency, call 911 FIRST then call Childhelp.		Comments:	
Materials Used/Distributed: Handouts:			
<ul style="list-style-type: none"> <li>• Childhelp Foster Family Agency Emergency &amp; Incident Reporting Protocol</li> <li>• Childhelp Reportable Incidents &amp; Emergencies</li> <li>• Emergency (PET) numbers to call in the event of suicidal ideation/attempt for assessment</li> </ul>			
Date	Print Full Name	Signature	Title
1/22/16			Foster Parent
1/22/16			Foster Parent

**Childhelp, Inc. Foster Family Agency  
Training Sign-in Sheet**

Date of the Training(s): <b>January 22, 2016</b>		Training Duration: <b>30 Minutes</b>	
Name of Person Conducting the Training: <b>Joe Arias, Clinical Coordinator</b>		Staff Signature: 	
Training Topic: <b>Child Safety</b>			
Description of Training: The following topics were reviewed with the foster parent/s:			
<ul style="list-style-type: none"> <li>• Review of child safety issues. Review of appropriate places for placing and supervising a child to keep the child safe (i.e., never leave a baby unattended in the bathtub, on the changing table, bed, etc.).</li> </ul>			
<input checked="" type="radio"/> Inside / <input type="radio"/> Outside of Agency <small>(highlight one)</small>			
Date	Print Full Name	Signature	Title
1/22/16			Foster Parent
1/22/16			Foster Parent

*Please turn Training Coordinator when training is complete - Thank you*

## Sign-in Sheet

Date of the Training(s): May 26, 2016		Training Duration: 30 minutes	
Training Topic: New Intake Form			
<ol style="list-style-type: none"> <li>1. Description of Training: Review of the new intake form and policy.</li> <li>2. Discuss the importance of foster parent/s not leaving the child unattended in the bathtub, on the bed, changing table, couch, etc.</li> <li>3. Inspection of the child's crib. Does the crib meet all safety standards (no pillows, bumpers, blankets, stuffed animals)?</li> <li>4. Inspection of the home. Are all outlets covered? If applicable, are gates installed at the top and bottom of the stairs?</li> <li>5. Inspection of the child's car seat. The car seat should be in good repair and not expired. Make sure that the foster parent/s knows how to appropriately install the car seat.</li> <li>6. Remind the foster parent/s that the child must have a physical exam within the first 30 days of placement. Intake worker shall instruct the foster parent/s to schedule the physical exam immediately upon placement.</li> <li>7.</li> </ol>			
Instructor: Patricia Old, Director		 Agency Childhelp	
Materials Used/Distributed: Intake Form (attached)			

[illegible]

**CHILDHHELP Foster Family Agency**

**Child 24 Months and Younger**

*This form **MUST** be completed at the time of placement.*

Name of Child:

Date of Birth:

Age of Child:

Name of Foster Parent/s:

1. Discuss the importance of foster parent/s not leaving the child unattended in the bathtub, on the bed, changing table, couch, etc.
2. Inspection of the child's crib. Does the crib meet all safety standards (no pillows, bumpers, blankets, stuffed animals)?
3. Inspection of the home. Are all outlets covered? If applicable, are gates installed at the top and bottom of the stairs?
4. Inspection of the child's car seat. The car seat should be in good repair and not expired. Make sure that the foster parent/s knows how to appropriately install the car seat.
5. Remind the foster parent/s that the child must have a physical exam within the first 30 days of placement. Intake worker shall instruct the foster parent/s to schedule the physical exam immediately upon placement.

**\*\*\*If there are any areas of deficiencies, all items MUST be corrected prior to the Intake Worker leaving the home.\*\*\***

**Childhelp Placement Worker:** By signing below, I have conducted a safety inspection of the foster home and I have reviewed the safety issues and medical exam requirements with the foster parent/s.

**Foster Parent/s:** By signing below, I understand the importance of proper supervision and maintaining the home in a safe manner ensuring the safety of the child. I understand that I must schedule a physical exam immediately so the child can be seen within the appropriate timeframe.

\_\_\_\_\_  
Childhelp Placement Worker      Date

\_\_\_\_\_  
Foster Parent      Date

\_\_\_\_\_  
Foster Parent      Date